

Issue Total Care														
Last Date Entered		12/29/2025												
Status	Provider Specialty	Configuration Title	Date Issue/Activity Identified	Identified by whom?	New or Issue/Activity?	Issue/Activity Description	Resolution Description	Number of Providers Affected	Number of Claims Affected	Estimated Dollar Impact	Expected Close Date	Days Left to Issue Closure	Closed Date	Actual Days to Close
Open	Physicians	Fee Schedule Error causing invalid 1U denials for claims paid on 12/17/2025.	12/7/2025	Medicaid	New	ITC identified a configuration error on 12/7/2025, causing claims paying off of the physician fee schedule to be denied as not being covered (Explanation Code 1U). This error only impacted claims paid on 12/7/2025.	12/16/2025 - Fix schedule issue was corrected and reprocessing of incorrectly denied claims started 12/12/2025.	650	10,033	TBD	1/16/2026	19		
Open	Nursing Facility Rate Rebate Part 2	Nursing Facility Rate Rebate Effective 7/1/2025	12/9/2025	Medicaid	Repeat	ITC received rates on 12/9/2025 for the Nursing Facility Rates Effective 7/1/2025.	Configure updated rates in the system (ETA 12/12/2025) and reprocess claims (ETA 01/21/2026) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	38	TBD	TBD	2/9/2026	43		
Open	Hospice Rates	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for Hospice effective 10/01/2025.	Configure updated rates in the system (completed 12/12/2025) and reprocess claims (ETA 01/21/2026) related to the retro rate update where the billed charges is the same or higher than the expected, updated payment.	ALL	TBD	TBD	1/21/2026	24		
Open	Hospice Rates	12/09/2025 Rate File	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for Hospice effective 10/01/2025.	Configure Updated Rates in the system	3	TBD	TBD	2/9/2026	43		
Open	ICF ID, HCBS	12/09/2025 Rate File	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for ICF ID and HCBS.	Configure Updated Rates in the system	25	N/A	N/A	1/9/2026	12		
Open	Home Health Providers	Home Health Rate Rebate effective July 2025	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for Home health effective July 2025.	Configure Updated Rates in the system	ALL	TBD	TBD	2/9/2026	43		
Open	Special Pop NF, ICF ID, ICF MC	12/22/2025 Rate File	12/22/2025	Medicaid	Repeat	ITC received rates on 12/22/2025 for Special Pop, ICF ID, and ICF MC.	Configure Updated Rates in the system	19	N/A	N/A	1/2/2026	25		
Open	Nursing Facility Rate Rebate Part 3	Nursing Facility Rate Rebate Effective 7/1/2025	12/22/2025	Medicaid	Repeat	ITC received rates on 12/22/2025 for the Nursing Facility Rates Effective 7/1/2025.	Configure Updated Rates in the system	29	TBD	TBD	2/22/2026	53		
Closed	HCBS	11/26/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received rates on 11/26/2025 for HCBS.	Configure Updated Rates in the system	2	N/A	N/A	12/26/2025	0	12/16/2025	30
Closed	Nursing Facility Rate Rebate	Nursing Facility Rate Rebate Effective 7/1/2025	10/29/2025	Medicaid	Repeat	ITC received rates on 10/29/2025 for the Nursing Facility Rates Effective 7/1/2025.	Configure Updated Rates in the system (ETA 11/29/2025) and reprocess claims (ETA 12/12/2025) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	210	TBD	TBD	12/28/2025	12/12/2025	44	
Closed	RHC 2026 Rate Update	11/21/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received the January 1, 2026 RHC rates.	Configure Updated Rate in the system	ALL	N/A	N/A	12/26/2025	51	12/5/2025	9
Closed	FQHC 2026 Rate Update	11/21/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received the January 1, 2026 FQHC rates.	Configure Updated Rates in the system	ALL	N/A	N/A	12/26/2025	51	12/5/2025	9
Closed	RHC, FQHC, ICD-10, HCBS rates, and NF	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for RHC, FQHC, ICD-10, HCBS and NF.	Configure Updated Rates in the system	ALL	N/A	N/A	1/1/2026	51	12/1/2025	9
Closed	RHC, T1000, and HCBS	11/07/2025 Rate File	11/7/2025	Medicaid	Repeat	ITC received rates on 11/07/2025 for RHC, T1000 and HCBS.	Configure Updated Rates in the system	ALL	N/A	N/A	1/7/2026	37	11/21/2025	
Closed	Nursing Facility HCBS	10/17/2025 Rate File	10/17/2025	Medicaid	New	ITC received rates on 10/17/2025 including: 2 Nursing Facility HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/17/2025	0	11/7/2025	21
Closed	Hospital	10 Inpatient Hospital Base Rates	8/25/2025	Medicaid	Repeat	ITC received rates on 8/25/2025 for 10 hospital base rate increases effective 10/1/2024	Implement base rates are being configured in the system. 9/20 2025 Configuration is complete. Reprocessing has started for the 10 providers impacted. ETA extended for reprocessing. 10/13/2025 - Reprocessing continues to be completed.	ALL	N/A	N/A	10/29/2025	0	10/29/2025	60
Closed	Out of State HCBS	10/3/2025 Rate File	10/3/2025	Medicaid	Repeat	ITC received rates on 10/3/2025 including: 4 Out of State HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/3/2025	20	10/24/2025	21
Closed	ICF-ID EPST	9/10/2025 Rate File	9/10/2025	Medicaid	Repeat	ITC received rates on 9/10/2025 including: 2 EPST Providers 1 ICF-ID Provider HCBS Provider	ITC is configuring updated rates in our system	ALL	N/A	N/A	10/10/2025	0	10/6/2025	26
Closed	Hospital	MS-DRG update to Version 42 with base rate update claims reprocessing	8/19/2025	Medicaid	Repeat	ITC received rates on 8/19/2025 including: 10 DRG providers	Retro reprocessing impacted hospital claims. Reprocessing is 80% complete.	ALL	N/A	N/A	10/1/2025	0	10/1/2015	45
Closed	RHC FQHC NF HCBS SCI	Rate Update 09-02-2025 RHC, FQHC, NF, HCBS SCI	9/2/2025	Medicaid	Repeat	ITC received rates forRHC, FQHC, NF, HCBS SCI on 09-02-2025	Configure Updated Rates in the system	ALL	N/A	N/A	10/2/2025	0	9/19/2025	17
Closed	HCBS	Project for HCBS rates updated 8/1/25 in ILL 2699	8/23/2025	Medicaid	Repeat	ITC is reprocessing any impacted claims for HCBS providers that billed HCBS claims with dates of service between 8/1/2025 and 8/22/2025 while rates were being updated.	Retro reprocessing impacted claims	ALL	N/A	N/A	9/19/2025	0	9/19/2025	28
Closed	CNRS HCBS ICD-10 Nursing Facility	Rate File 8/7/2025	8/7/2025	Medicaid	Repeat	ITC received 32 provider's rates for CNRS, HCBS, ICD-10 and Nursing Facilities on 8/7/2025	Configure Updated Rates in the system	ALL	N/A	N/A	8/7/2025	0	8/22/2025	15
Closed	HCBS	Informational Letter 62699 - SFY HCBS and Rehabilitation Rate Changes	8/1/2025	Medicaid	Repeat	Informational letter outlined a 6.1% increase for Rehabilitation, 7.2, 7.4% increase for Employment Services, 0.9% increase for Residential, and 0.8% increase for Respite services.	Calculate and configure updated rates in the system based on the code list and percentages in ILL699.	ALL	N/A	N/A	9/1/2025	0	8/22/2025	22
Closed	Outpatient Hospital	July 2025 Addendum B	7/18/2025	ITC	Repeat	ITC received the July 2025 Addendum B rates effective 7/18/2025 and is loading these rates to the system.	Configure updated rates in the system	ALL	N/A	N/A	8/8/2025	0	8/13/2025	26
Closed	HCBS Out of State	Rate file 7/23/2025	7/23/2025	Medicaid	Repeat	ITC received 6 Out of State rates for HCBS and 1 Out of State HCBS Providers	Configure Updated Rates in the system	8	N/A	N/A	8/2/2025	0	8/11/2025	19
Closed	Telehealth	99452 missing from the Iowa Medicaid Telehealth list until 7/1/2025	7/13/2025	Medicaid	Repeat	99452 was inadvertently dropped from the list of approved telehealth codes in the ITC system.	Add 99452 to the list of approved telehealth code in the ITC system	1	4	\$ 130	8/15/2025	0	8/8/2025	23
Closed	GEMT & HCBS Rates	GEMT & HCBS Rate Update	7/3/2025	Medicaid	Repeat	ITC received updated rates for GEMT and HCBS providers.	Configure updated rates in the system upon receipt of the rates	3	N/A	N/A	8/1/2025	0	7/25/2025	20
Closed	Outpatient	9 Provider Rates for Outpatient Critical	6/21/2025	Medicaid	Repeat	ITC received a rate file for 9 critical access CCR rates.	Configure updated rates in the system	9	N/A	N/A	7/3/2025	0	7/23/2025	30
Closed	Hospital Base Rates	Hospital Base Rate update	5/20/2025	Medicaid	Repeat	ITC received an updated rate file for hospital base rates and DRG weights.	Upload Base Rates in Optum for hospital pricing	87	N/A	N/A	6/30/2025	0	6/30/2025	30
Closed	CCBHC	CCBHC Rates	6/20/2025	Medicaid	New	Updating the rates for implementation of the CCBHC provider rates.	Configure updated rates in the system	10	N/A	N/A	7/18/2025	0	6/27/2025	7
Closed	Nursing Facility HCBS	6/18/2025 Medicaid Rate update	6/18/2025	Medicaid	New	Updating the rates received on 6/18/2025 from Iowa Medicaid.	Configure updated rates in the system	13	N/A	N/A	7/18/2025	0	6/27/2025	7
Closed	GEMT	GEMT Rate update	6/20/2025	Medicaid	New	Updating the rates received on 6/20/2025 from Iowa Medicaid.	Configure updated rates in the system for GEMT providers.	16	N/A	N/A	7/18/2025	0	6/27/2025	7

Closed	Crisis Response Providers	Incorrect Age Related Denials for Crisis Response services for members over the age of 18	4/24/2025	Provider	Repeat	Providers claims for Crisis Response are denning inappropriately for Age due to a benefit issue. Project is processing and should pay out before the end of the month.	Configure Benefit to pay Crisis Response for adults.	10	82	\$ 64,979	6/20/2025	0	6/20/2015	56
Closed	HCBS Nursing Facility Critical Access Hospital and FQHC	Rate update for HCBS, Nursing Facility, Critical Access Hospital and FQHC	5/23/2025	Provider	New	1 Provider Rate for HCBS 1 Provider Rate for Nursing Facility 86 Provider Rate for Critical Access Hospital 5 Provider Rates for FQHC	Update the system with the new rates.	93	N/A	N/A	6/20/2025	0	6/6/2025	13
Closed	HCBS HC-10 EPSDT	Rate update for HCBS, HC-10 and EPSDT	5/16/2025	Provider	Repeat	109 Provider Rates for HCBS 1 Provider Rate for HC-10 1 Provider Rate for EPSDT	Update the system with the new rates.	12	N/A	N/A	6/13/2025	0	5/30/2025	14
Closed	HHA EPSDT Child State HCBS	Rate file received on 5/2/2025	5/2/2025	Provider	Repeat	1 provider rate for HHA EPSDT 1 provider rate for Child State 5 provider rates for HCBS	System update for new rates	7	N/A	\$ -	5/30/2025	0	5/16/2025	14
Closed	Outpatient Hospital	April 2025 Addendum b update	4/15/2025	Medicaid	New	April 2025 Addendum b update from Iowa Medicaid received and is being loaded into ITC's system.		ALL	N/A	\$	5/20/2025	0	5/16/2025	30
Closed	PLX Special Population Intermediate Care Facility	Rate file received on 4/25/2025	4/25/2025	Medicaid	Repeat	5 Providers HCBS Rates 1 Provider Special Population Rate 1 Providers Intermediate Care Rate 1 Provider Special Population Clinic Rate	Update the system with the new rates.	8	N/A	N/A	5/23/2025	0	5/2/2025	7
Closed	PLX Special Population Intermediate Care Facility	Rate file received on 4/23/2025	4/23/2025	Medicaid	Repeat	1 Provider HCBS Rate	Update the system with the new rates.	3	N/A	N/A	5/14/2025	0	5/2/2025	11
Closed	Nursing Facilities & HCBS Rates	Rate file received on 4/14/2025	4/14/2025	Medicaid	Repeat	1 Provider HCBS Rate	Update the system with the new rates.	29	N/A	N/A	5/9/2025	0	4/18/2025	4
Closed	HCBS & Special Population Rates	Rate file received on 4/7/2025	4/7/2025	Medicaid	Repeat	7 Provider HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	8	N/A	N/A	5/6/2025	0	4/15/2025	8
Closed	HCBS & Special Population Rates	Rate update for HCBS & Special Population from 3/28/2025	4/1/2025	Medicaid	Repeat	25 Provider's HCBS Rates	Update the system with the new rates.	26	N/A	N/A	4/28/2025	0	4/11/2025	10
Closed	HCBS & Special Population Rates	Rate update for HCBS & Special Population from 3/28/2025	3/28/2025	Medicaid	Repeat	1 Special Population Provider Rate 4 Provider HCBS Rates	Update the system with the new rates.	5	N/A	N/A	4/28/2025	0	4/4/2025	7
Closed	January 2025 Addendum B	January 2025 Addendum B Updates	3/7/2025	Medicaid	Repeat	January 2025 Addendum B is being configured in the system.	ITC is in the process of updating the system with January 2025 Addendum B rates.	TBD	N/A	N/A	3/21/2025	0	3/21/2025	49
Closed	HCBS & ICF Providers	3/14/2025 State Rate Update	3/14/2025	Medicaid	Repeat	Rate update for 5 HCBS providers	ITC is in the process of updating the system with January 2025 Addendum B rates.	12	N/A	N/A	4/14/2025	0	3/28/2025	7
Closed	Integrated Health Home	Unbundling denials on 99490	1/1/2025	Provider	Repeat	Providers are experiencing denials for unbundling on claim 99490 when it is billed for IHH when other claims are billed on the same day.	TBD	N/A	N/A	3/14/2025	0	3/7/2025	51	
Closed	All	Provider Enrollment issues causing potential claim denials and rejections.	11/25/2024	ITC	Repeat	Provider Enrollment issues for both Pharmacy and Medical Claims causing Claim Denials or Claim Rejections. Provider Not Registered with Iowa Medicaid due to licensure not being updated at Iowa Medicaid.	TBD - Awaiting resolution from Iowa Medicaid.	TBD	N/A	N/A	TBD	0	N/A	
Closed	Home Health Providers	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached	12/18/2024	Provider	Repeat	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached. The provider has an authorization on file however, the system is not recognizing that the authorization exists. This is currently being resolved. Once the issue is resolved, these denials will be reprocessed once a resolution has been found.	Starting 1/6/2025, providers who do not have an authorization for services should be receiving the appropriate denial code.	70	1,141	\$ 286,357	3/7/2025	0	1/20/2025	53
Closed	IT 2636	E/M Code Rate Update	10/10/2024	Medicaid	Repeat	E/M Code Rate update - Rates reverting back to pre March 1, 2024 rates. Recovery projects will be done	Fee Schedule Update/Recovery Project	ALL	271,810	\$ (77,000,000)	1/24/2025	0	1/24/2025	106
Closed	Home Health Providers	Home Health Authorizations loaded to Cambridge for EVV	9/1/2024	Provider	Repeat	Home Health EVV Provider Authorizations loaded to Cambridge	Home Health EVV Provider Authorizations loaded to Cambridge	ALL	N/A	N/A	1/1/2025	0	1/1/2025	122
Closed	Outpatient Hospital	ER Triage Code	9/1/2024	Medicaid	Repeat	ER Triage Code 99281, denying an item, listed below the 25 modifier on the 99281 claim line when modifier 25 should not be listed with the ER Triage Code. Modifier 25 is required if 99282/99285 is listed on the claim line. The 99281 modifier must be placed on the line billing 99282/99285. This issue was identified after the 99281 edit was fixed for 99281 that applied a similar denial code.	Coding Analytics System Update	ALL	TBD	TBD	12/20/2024	0	12/20/2024	110
Closed	Home Health Providers	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirement from 3 visits prior to an authorization to 3 visits prior to an authorization being requested	7/15/2024	ITC	Repeat	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirement from 3 visits prior to an authorization to 3 visits prior to an authorization being requested as discussed in the Home Health EVV/Provider Update.	Authorization requirements changed for Home Health as of 10/1/2024.	TBD	N/A	N/A	10/1/2024	0	10/1/2024	0
Closed	Outpatient Hospital	October 2024 Addendum	10/1/2024	Medicaid	Repeat	ITC awaiting October October 2024 Addendum B	Fee Schedule Update	TBD	N/A	N/A	12/12/2024	0	12/9/2024	69
Closed	FQHC Providers	FQHC Rate Update	10/25/2024	Medicaid	Repeat	FQHC Rate Update	FQHC Rate Update	TBD	N/A	N/A	11/25/2024	0	11/25/2024	0
Closed	HHS Providers	HHS Rate Update	7/1/2024	ITC	Repeat	ITC will be migrating its provider portal from a legacy platform to the Avility platform. The ITCA Legacy provider portal will be available until 10/1/2024.	FQHC Rate Update	TBD	N/A	N/A	11/18/2024	0	11/18/2024	140
Closed	All	Provider portal migration to Avility	7/1/2024	Medicaid	Repeat	Community Mental Health Rate Increase per IL 2614 - 3.30% increase as of 7/1/2024. Rates were loaded on 6/29/2024.	Fee Schedule Update	ALL	TBD	TBD	11/9/2024	0	10/28/2024	95
Closed	CMHC	Community Mental Health Rate increase per IL 2614	7/25/2024	Medicaid	Repeat	Community Mental Health Rate Increase as of 7/1/2024. Rates were loaded on 6/29/2024.	Fee Schedule Update	ALL	TBD	TBD	9/27/2024	0	9/23/2024	60
Closed	Acute Care Response, Subacute Care	ABA, ACT, Crisis Response, Subacute Care Rate Increase - IL 2613	7/25/2024	Medicaid	Repeat	ABA Rates increased 5%, ACT Rates increased 50.291%, Crisis Response and Subacute Rates increased 50.291%.	Fee Schedule Update	ALL	1,185	\$ 41,304	9/27/2024	0	9/23/2024	60
Closed	Home Health Providers	Cambridge Claiming System Enhancements	5/3/2024	Provider	Repeat	ITC is working with Cambridge to allow providers to input more information for billing EVV Claims	Update to Cambridge Claiming system	ALL	N/A	N/A	10/1/2024	0	10/1/2024	151
Closed	Outpatient Hospital	Outpatient Hospital Base Rate Update	6/28/2024	Medicaid	Repeat	ITC is working with Cambridge to allow outpatient hospital base rates received 6/28/2024	Fee Schedule Update	ALL	N/A	N/A	7/31/2024	0	7/31/2024	83
Closed	Home Health Providers	LJPA Rate Update for 7/1/2024	7/2/2024	Medicaid	Repeat	ITC received updated rates effective 7/1/2024 for Home Health LJPA Rates	Fee Schedule Update	ALL	N/A	N/A	9/2/2024	0	9/13/2024	52
Closed	All	July 2024 Addendum B Update	7/1/2024	Medicaid	Repeat	ITC received a new Addendum B for July 2024	Fee Schedule Update	ALL	N/A	N/A	8/30/2024	0	8/23/2024	53